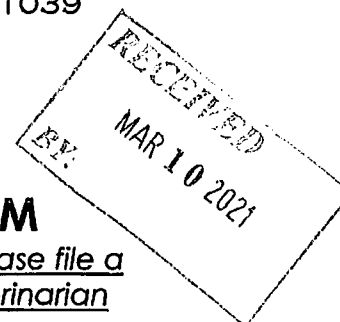


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: March 10, 2021 Case Number: 21-103

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Gurjit Sandhu, DVM
Premise Name: Christown Animal Hospital
Premise Address: 5103 N. 19th Ave.
City: Phoenix State: AZ Zip Code: 85015
Telephone: (602) 246-7351

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Diana Sobampo
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Coco
Breed/Species: Maltipoo
Age: 1yr Sex: Female Color: White

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Gurjit Sandhu, DVM
Christown Animal Hospital
5103 N. 19th Ave.
Phoenix, Arizona 85015

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Veterinarian's Assistant (same contact information as above)

Teresa Fernandez

Phone: [REDACTED]

Address: [REDACTED]

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: [Signature]

Date: 03/10/2011

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

I scheduled an appointment for March 9th, 2021 at 4:00PM for an exam and x-rays of my pregnant dog (Coco). I walked through the door at 4:02PM to check-in for my appointment. Mr. Sandhu was standing in the front of the clinic and was informed by his assistant that his 4:00 appointment had shown. He then yelled to me from the front of the clinic "next time you need to get here earlier because I was leaving because you had not shown up for your appointment". I informed him that when I scheduled my appointment, I was not informed of the obligation to appear earlier than 4:00PM (would I have been informed, I would have checked in early). My dog is an established patient and no new paperwork was necessary.

My dog was taken from my hands from the veterinary's assistant and handled very aggressively by the vet. My dog was taken into the exam room and x-rays were taken. Then, I was handed my dog back and was asked to enter the doctor's exam room. Upon entering, there was blood on a surgical rack, blood and other bodily fluid on the floor, blood and bodily fluids on the bed, and there were various towels and paper soiled with blood. It seemed like the vet had just performed a surgery. The room was not cleaned or sanitized before my entry, which puts my dog at a health risk if she had come into contact with the fluid. I was not offered to place my dog on the exam table, and instead held my dog in my arms while the doctor explained the x-rays to me. Instead of taking notes on a progress note sheet, the vet took notes on the back of a wrapper belonging to surgical gloves.

The vet then went over the x-rays with me and informed me that my dog "most likely" had a condition called "pyometra" and said that this was his impression because he could not see the puppies on the radiographs. I was misinformed with regards to my dog's health due to the rush and urgency this doctor had to leave the office. I am now seeking a second opinion due to this doctor's negligence.

I am not disputing the \$190.00 that were charged for the visit. However, I would like to be reimbursed for my hassle, time, fees paid, and emotional detriment it has caused my pet and family.

CHRISTOWN ANIMAL HOSPITAL
5103 N 19th Avenue
Phoenix, Arizona 85015

April 6, 2021

Tracy A. Riendeau, CVT
Arizona State Veterinary Medical Examining Board
1740 West Adam Street, Suite 4600
Phoenix, AZ 85007

Re: 21-103, In Re: Gurjit Sandhu, D.V.M.

Dear Ms. Reindeau:

On March 9, 2021, Complaint Diana Sobampo presented her dog, Coco, at Christown Animal Hospital. Ms. Sobampo suspected that Coco was pregnant. My technician checked Coco in, and placed Ms. Sobampo and Coco in an examination room. I spoke with Ms. Sobampo regarding Coco's potential pregnancy and conducted a physical examination of Coco. Following the physical examination, Coco was taken from the examination room to the back of the office for radiographs. I returned to the examination room to discuss Coco's radiographs with Ms. Sobampo a few minutes later.

I informed Ms. Sobampo that Coco was not over 45 days pregnant as I didn't see evidence of puppies in the radiographs. I then explained that Coco could either be less than 45 days pregnant and her puppies simply weren't developed enough to show up on X-rays or she could have pyometra, an infection of the uterus. I recommended that Coco undergo an ultrasound to rule out pregnancy, but Ms. Sobampo declined. Ms. Sobampo requested that we take X-rays the following week, but demanded that they be free of charge since we were unable to definitively determine if Coco was pregnant with the first set of films. I informed Ms. Sobampo that I could take additional X-rays the following week and waive the examination fee, but the radiographs wouldn't be complementary. Coco's X-rays were ultimately submitted to PetRays for a second opinion, who concurred with my opinions and findings. A copy of PetRays' X-ray report is contained in Coco's medical records.

Ms. Sobampo was clearly frustrated that I was unable to determine if Coco was pregnant from the radiographs during her March 9, 2021 office visit. I believe that this disappointment serves as her motivation for filing this Complaint as the allegations in the Complaint are meritless. First, although Ms. Sabampo showed up at 4:14 p.m. (as memorialized that day in Coco's medical

records), I stayed at the office and honored her 4 p.m. appointment, even though I was scheduled to take my wife to a 5 p.m. medical appointment. Ms. Sabampo's statements that the examination room was dirty is similarly misguided. Consistent with our hospital's policies and procedures, the examination room was sterilized and cleaned prior to Ms. Sabampo's arrival. I suspect that Ms. Sabampo may have peaked into the operating area, which is across the hall from the examination rooms, while the technician was still cleaning up following a surgery that wrapped up a few minutes before Ms. Sabampo's arrival.

Next, Ms. Sobampo's statement that I maintained Coco's medical records on a box or used bag are inaccurate as well. While I was in the examination room with Ms. Sobampo, my technician briefly entered the room to provide me with some information regarding an unrelated matter. I quickly wrote down the information on a piece of paper so I wouldn't forget it. Coco's medical records, a copy of which are included with this response, were, and have always been, maintained using both physical and electronic records. Finally, I steadfastly disagree with Ms. Sobampo's statement that Coco was handled roughly or inappropriately at any time during her office visit. While in the examination room, I never handled Coco personally. My technician held the dog during my physical examination and while I discussed Coco's X-rays. My staff never handled Coco roughly or improperly.

I am confident that all veterinary services provided by me and Christown Animal Hospital to Coco were performed professionally, and in compliance with the applicable standard of care. Unfortunately, I was unable to determine, based solely on the March 9, 2021 X-rays, whether Coco was pregnant. My findings were consistent with Pet-Rays' interpretation of Coco's radiographs. My understanding is that Ms. Sobampo ultimately sought a second opinion from another provider.

Christown Animal Hospital has consistently treated Ms. Sobampo and Coco with respect, compassion, and provided Ms. Sobampo with many different treatment and diagnostic alternatives. Ms. Sabampo was frustrated with the lack of clarity provided by the X-rays, and, in my opinion, has filed to Board Complaint as a result of her dissatisfaction. Thank you for providing me with the opportunity to respond to this Complaint. I respectfully request that the Board dismiss Claim No. 21-103 with no violations.

Respectfully submitted,

/s/Gurjit Sandhu, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler

STAFF PRESENT: Tracy A. Riendeau, CVT - Investigations
Marc Harris, Assistant Attorney General

RE: Case: 21-103
Complainant(s): Diana Sobampo
Respondent(s): Gurjit Sandhu, DVM (License: 4213)

SUMMARY:

Complaint Received at Board Office: 3/10/21
Committee Discussion: 8/3/21
Board IIR: 9/15/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On March 9, 2021, "Coco," a 1-year-old female Multipoo was presented to Respondent for a pregnancy evaluation. Radiographs were performed; Respondent did not see evidence of puppies and advised Complainant that the dog was either less than 42 days pregnant or had a pyometra. Respondent recommended an ultrasound or repeating radiographs the following week.

Complainant claimed Respondent's conduct was unprofessional due to yelling at her for being late to her appointment, handling her pet in a rough manner, and bringing her into a dirty exam room to go over the radiographs.

Complainant was noticed and did not appear.

Respondent was noticed and was available telephonically. Attorney, David Stoll was present.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Diane Sobampo*
- Respondent(s) narrative/medical record: *Gurjit Sandhu, DVM*

PROPOSED 'FINDINGS of FACT':

1. On March 9, 2021, the dog was presented to Respondent for a pregnancy evaluation. According to Complainant, she arrived to her 4:00pm appointment at 4:02pm. When Respondent was advised that Complainant arrived, he yelled at Complainant telling her that next time she needed to get there earlier because he was going to leave since she had not shown up on time. Complainant stated that she was an established client therefore no new paperwork was required. According to Respondent, Complainant arrived at 4:14pm. He stayed to honor Complainant's appointment; however, he was scheduled to take his wife to a 5:00pm medical appointment.
2. Complainant then stated that the dog was taken from her for the radiographs to be performed and handled aggressively. Respondent denies the dog was handled aggressively.
3. The dog was examined; weight = 11.6 pounds, temperature = 100.8 degrees, a pulse = 136bpm and a respiration rate = 30rpm. Radiographs were performed on the dog. Respondent relayed the finding to Complainant stated that the dog was either less than 42 days pregnant or had a pyometra, as there were no mineralization and the uterus was enlarged. He recommended an abdominal ultrasound.
4. Respondent stated in his narrative that Complainant declined the ultrasound. Complainant requested that radiographs be taken the following week but demanded they be free of charge since Respondent was unable to definitively determine if the dog was pregnant with the first set of radiographs. Respondent said he would take radiographs the following week but they would not be complimentary; he would waive the exam fee however.
5. The radiographs were submitted to a radiologist who confirmed Respondent's findings.
6. Complainant further stated that when she was taken into an exam room to go over the radiographs with Respondent, the exam room was dirty. There was blood and bodily fluids on the floor, bed, surgical rack and various towels, as if surgery had just been performed and had not been cleaned or sanitized. She felt this put her dog's health at risk. Complainant also stated that Respondent wrote his notes on a surgical glove wrapper instead of a medical record.
7. Respondent denied that the exam room was not clean and sterilized prior to Complainant's appointment. He believes that Complainant looked into the surgical suite, which was across the hall from the exam room. Technical staff was still cleaning up after a surgical procedure that had finished up shortly before Complainant had arrived.
8. Respondent also denied writing exam notes on a surgical glove wrapper. Staff had entered the exam room while he was with Complainant to give him information on an unrelated matter. Respondent wrote the information down on a piece of paper so he would not forget.
9. Complainant believes she was misinformed with regards to her dog's health due to

Respondent's urgency to leave the office. She was going to seek a second opinion.

COMMITTEE DISCUSSION:

The Committee did not understand why a complaint was filed in this case. It was possible that Complainant's expectations were not met and was upset that her dog was not pregnant.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the Veterinary Practice Act occurred.

COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division